

How to report an urgent operational issue

Operational issues: **Issues affecting time critical operations (for example: not receiving forecasts like dissemination)**

Go to the appropriate option on the portal (for instance Chart and data [Problem accessing our products](#) Problem receiving real-time dissemination). This will open a pop up to create an issue with us. Fill the form and give detail of the problem (including the 3- letter destination code for dissemination related issues)

Make sure to select **Impact 1** that is monitored 24/7 by our operators, under the field "**Please specify the impact of your issue**"

None

Impact 1 - Production application down or major malfunction affecting b...

Impact 2- Serious degradation of performance or functionality

Impact 3 - Issue that has a moderate impact to the business

Impact 4 - Issue or question with limited business impact

For **urgent** operational issues needing immediate 24/7 assistance choose Impact 1

error Let us know about an emergency